

**Program A: Administrative**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

## FY 2001-2002 PROGRAM PERFORMANCE SHEETS - ANCILLARY APPROPRIATIONS

DEPARTMENT ID: 21 Ancillary Appropriations

AGENCY ID: 21-805 Administrative Services

## 1. (KEY) To maintain customer response time at 6 days.

Strategic Link: This operational objective is an incremental step toward achieving Strategic Goal I: To provide quality service at a cost equal to or less than commercial vendors.

Louisiana: Vision 2020 Link: Goal 1, Objective 1.8

Children's Cabinet Link: N/A

Other Link(s): N/A

Explanatory Note:

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
11798	K	Maintain customer response time.	6 Days	6 Days	6 Days	6 Days	6 Days	6 Days
11804	K	Total Impressions, photocopies, and offsets	7,180,000	1,795,000 <sup>1</sup>	7,180,000	7,180,000	7,180,000	7,180,000

<sup>1</sup> The Actual Yearend Performance data as shown in LAPAS. However, agency failed to correctly calculate the total impressions, photocopies, and offsets.